Wrong billing by MTNL and BSNL

2483. DR. V. MAITREYAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the amount collected so far in this year by MTNL and BSNL by way of wrong billing;

(b) by when these two PSUs would refund these amount with interest to the hapless consumers; and

(c) the plans which are there with his Ministry to make these two organizations more accountable and consumer friendly?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) MTNL and BSNL have not collected any amount by way of wrong billing this year. However, if a consumer complaints of excess billing and his complaint is found correct on investigation, the excess amount collected, if any, is promptly refunded/adjusted in the subsequent billing cycle(s).

(c) The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006, which has been issued by the Telecom Regulatory Authority of India (TRAI), applies to all service providers of Fixed and Cellular Telephone Services and prescribes benchmarks for metering and billing accuracy so as to bring standardization and transparency in the related procedures being followed by the operators. The Regulation also provides for an annual audit of the operators' metering and billing systems, along with a follow-up mechanism.

Benchmarks for different service parameters

2484. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) has conducted a test among the telecom operators in the country on congestion in networks, call drops and voice quality; and

(b) the benchmarks set by TRAI for different service parameters and how far each of the telecom operators met the same?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) Benchmarks set by Telecom Regulatory Authority of India (TRAI) for Quality of Service parameters are given in the Statement (*See* below). As per TRAI's Performance Monitoring Report for quarter ending June, 2007, most of the service providers are meeting the benchmarks.